EasyEntry

Instruction Manual

english

amiando GmbH | Sandstr. 33 | 80335 Munich | Germany | support@amiando.com | Support Hotline: 0800 264 26 36
CEO: Felix Haas, Dr. Julian de Grahl, Ingo Chu, Gerhard Mohr | www.amiando.com

Contents

1. Requirements for Use 3
1.1 How to activate your barcode scanner 3
2. Opening the User Interface 4
2.1 Work Online or Offline 4
2.2 Choose between different EasyEntry Functions 5
3. EasyEntry Main Menu 6
3.1 How to Read and Devaluate Tickets - General 6
3.1.1 How to Read and Devaluate Tickets using a Webcam 7
3.1.2 How to Read and Devaluate Tickets using a Scanner 8
3.1.3 How to Read and Devaluate Tickets in Real-Time 9
3.1.4 How to Reset Tickets 9
3.2 How to Read and Devaluate Products 9
3.2.1 How to Reset Products 10
3.3 Ticket Shop 10
3.3.1 Self-Service Terminal 11
3.4 Print name badges for your participants 12
3.4.1 Test print before the event 12
3.4.2 Printing name badges 12
3.5 Search Function 13
4. Troubleshooting 14
4.1 Using a Webcam 14
4.2 Using a Barcode Scanner 15
5. Support 16

amiando GmbH | Sandstr. 33 | 80335 Munich | Germany | support@amiando.com | Support Hotline: 0800 264 26 36
CEO: Felix Haas, Dr. Julian de Grahl, Ingo Chu, Gerhard Mohr | www.amiando.com

1. Requirements for Use

In order to start using the program after downloading it from our website (http://www.amiando.com/help/easyentryReader.html), please ensure that:

- a webcam or barcode scanner is connected to the computer (see 1.1)
- Java is installed (http://www.java.com/de/download/manual.jsp)
- internet access is available, if you wish to work online
- the participant list is available, if you wish to work offline

1.1 How to activate your barcode scanner

If you have purchased a **FuzzyScan F430** barcode scanner from amiando, you will need to activate it first. In order to activate your scanner, please print the barcode below and scan it once. If you purchased a different barcode scanner through amiando, e.g. the **Metrologic MS 9590,** please skip this step.

* please visit:
https://www.amiando.com/resources/downloads/documentation/scanner/amiando_fuzzyscanner_F430_en.pdf

If you already own a barcode scanner, it will need to be activated. amiando uses **Interleaved 2 of 5 codes** for its tickets. Please scan the relevant activation code which you will find in the barcode scanner's instruction manual.

amiando GmbH | Sandstr. 33 | 80335 Munich | Germany | support@amiando.com | Support Hotline: 0800 264 26 36
CEO: Felix Haas, Dr. Julian de Grahl, Ingo Chu, Gerhard Mohr | www.amiando.com

2. Opening the User Interface

EasyEntry does not need to be unpacked or installed; it can be opened by simply double-clicking the icon.

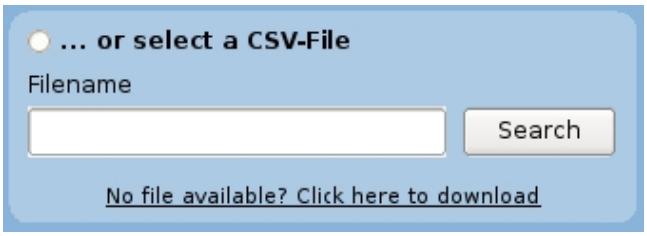
2.1 Work Online or Offline

The start-up screen displays two options:

Work online: Log in using your amiando username and password, which will allow you to access your online participant list. Click the "**Next**" button.

The online mode may not be available, e.g. if EasyEntry is being used by a partner's website. In this case, please choose the offline mode and upload a participant list.

Work offline: It is also possible to upload a participant list from your hard drive by selecting "**Search**" and choosing a participant list/CSV-file. Click the "**Next**" button.



If you do not have access to a participant list, you can download a list by simply clicking on the link under the box.

amiando GmbH | Sandstr. 33 | 80335 Munich | Germany | support@amiando.com | Support Hotline: 0800 264 26 36
CEO: Felix Haas, Dr. Julian de Grahl, Ingo Chu, Gerhard Mohr | www.amiando.com

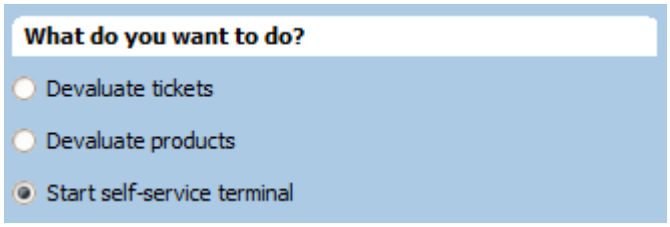
2.2 Choose between different EasyEntry Functions

You can choose between three functions:

1) Devaluate tickets:
This option is for devaluating tickets upon entry. If you have various ticket categories, you can also decide which particular tickets you would like to devaluate. The standard setting is that all categories will be devaluated.

2) Devaluate products
This option allows you to devaluate various additional products, such as workshops. You can choose which products you wish to devaluate at the relevant terminal.

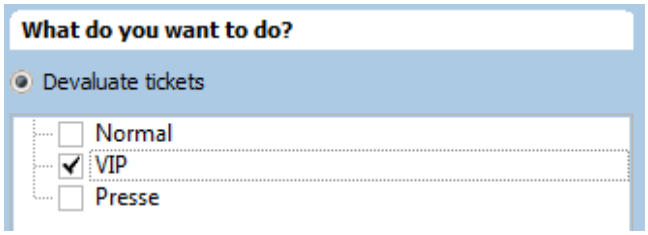
3) Start terminal mode:
When you choose this option, you open a user surface at the relevant terminal. This allows participants to buy their own tickets (self-service terminal). The payment is carried out later on at a separate till.



amiando GmbH | Sandstr. 33 | 80335 Munich | Germany | support@amiando.com | Support Hotline: 0800 264 26 36
CEO: Felix Haas, Dr. Julian de Grahl, Ingo Chu, Gerhard Mohr | www.amiando.com

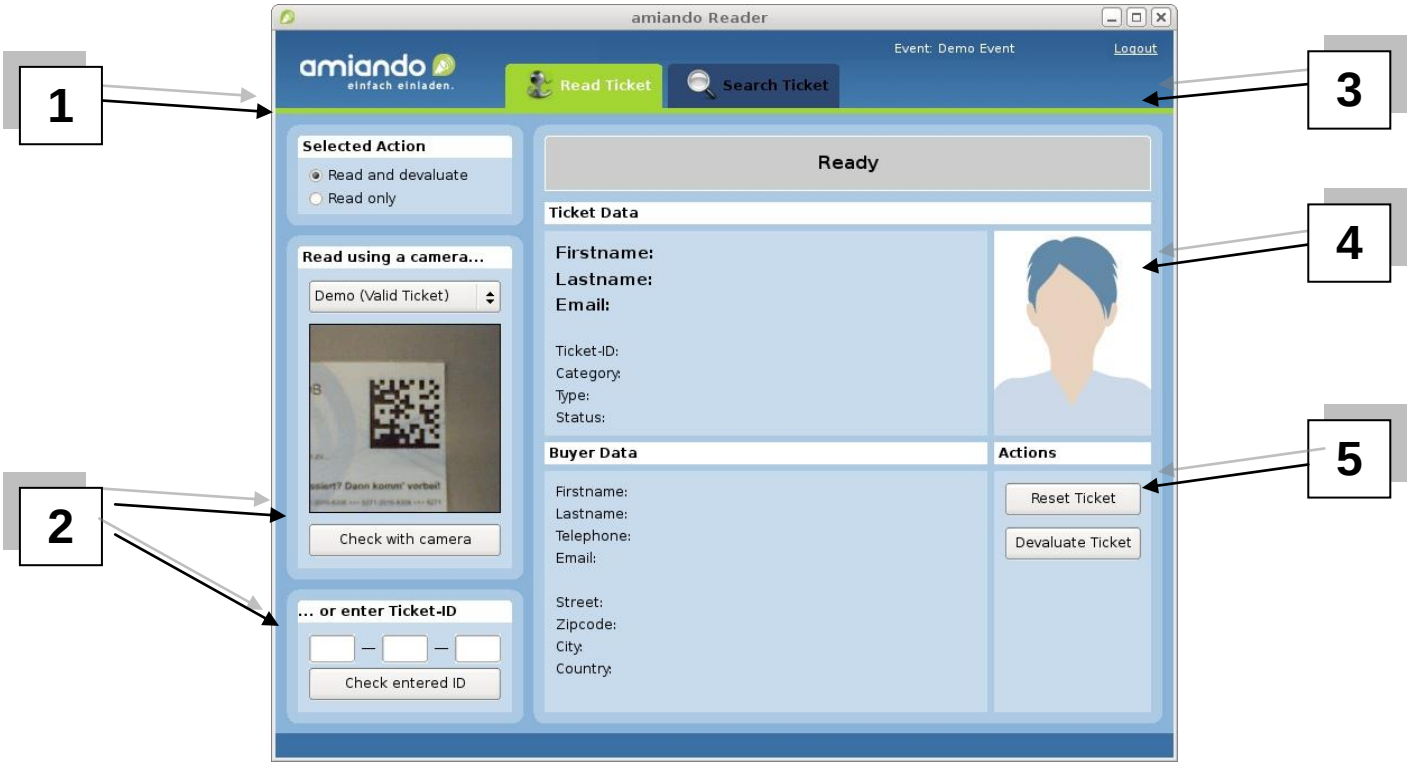
3. EasyEntry Main Menu

If you wish to devaluate tickets at your EasyEntry Terminal, please start by selecting the option "**Devaluate tickets**". If you have various ticket categories, you can choose which categories you would like to validate.



Example: Here you can devaluate tickets by ticking the appropriate box, as seen in the example on the left. This could be useful, for example when you have a separate entrance for a group of guests.

3.1 How to Read and Devaluate Tickets - General



In the main window, you now have the option of several different actions and can see whether a ticket is valid or has already been used.

Here is an overview of the available functions:

Point 1
Choose the option "**Read and devaluate**" or "**Read only**".

Point 2
Check the ticket using either a webcam, a barcode scanner, or manually. More information can be found under 3.1.1

Point 3
The colour and text that appears in the box indicates the status of the ticket, where red = invalid, green = valid, etc.

Point 4
As soon as the ticket has been read, all the information relating to it will appear in the modules "**Ticket Data**" and "**Buyer Data**", e.g. ticket category, status, purchasers' details (name, address, etc.). This ensures reliable identification.

Point 5
Reset the ticket validity with a single click.

3.1.1 How to Read and Devaluate Tickets using a Webcam

Select the option "**Read only**", hold the ticket in front of the camera so that the barcode is in focus, and click on "**Check with camera**". The status of the ticket will now be displayed (valid/invalid/devaluated) as well as all the information relating to the ticket and the ticket purchaser. This process will not devaluate the ticket. This can be used to return a lost but valid ticket to its owner.

Select the option "**Read and devaluate**", hold the ticket in front of the camera as described, and click "**Check with camera**". The ticket has now been devaluated and cannot be used again unless it is reset.

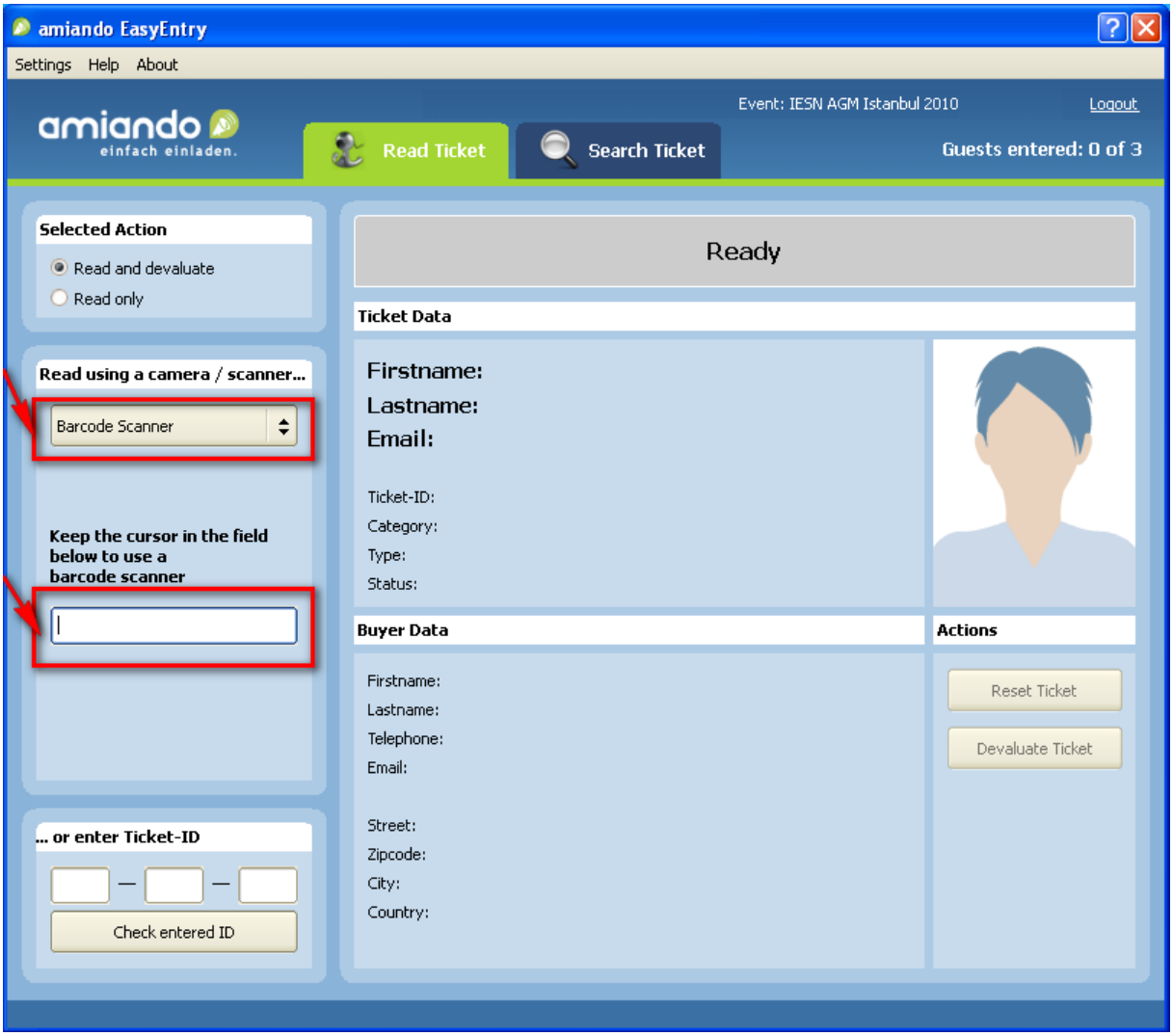
If for some reason the camera is unable to read the barcode, you can enter the ticket-ID manually. Simply enter the 12-digit ID located on the bottom edge of the ticket in the relevant fields.

To devaluate the ticket manually, simply enter the 12-digit ticket-ID. The display will immediately indicate whether the ticket has already been used or not.

amiando GmbH | Sandstr. 33 | 80335 Munich | Germany | support@amiando.com | Support Hotline: 0800 264 26 36
CEO: Felix Haas, Dr. Julian de Grahl, Ingo Chu, Gerhard Mohr | www.amiando.com

3.1.2 How to Read and Devaluate Tickets using a Scanner

The same process applies to reading with a barcode scanner. Choose "**Barcode Scanner**" as shown in number 1 below. Please make sure that the cursor is in the correct field before using the scanner as seen in number 2 below. You can then scan the ticket.



If for some reason the scanner is unable to read the barcode, you can enter the ticket-ID manually. Simply enter the 12-digit ID located on the bottom edge of the ticket in the relevant fields.

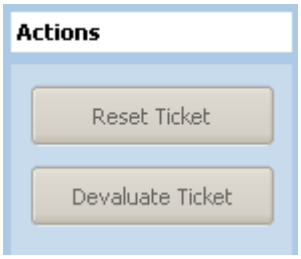
If you are using a barcode scanner, select it from the list, click in the field below the text and start scanning. You can scan within a distance of 20 cm. This automatically devaluates the ticket. It cannot be used again unless it is reset.

To devaluate the ticket manually, simply enter the 12-digit ticket-ID. The display will immediately indicate whether the ticket has already been used or not.

3.1.3 How to Read and Devaluate Tickets in Real-Time

In activating the real-time check under "**Properties**" (top left in the main window), you can reduce the time it takes to check tickets. This means that the ticket simply has to be held in front of the camera in order to be devaluated, without the need to click on the "**Check Ticket**" button.

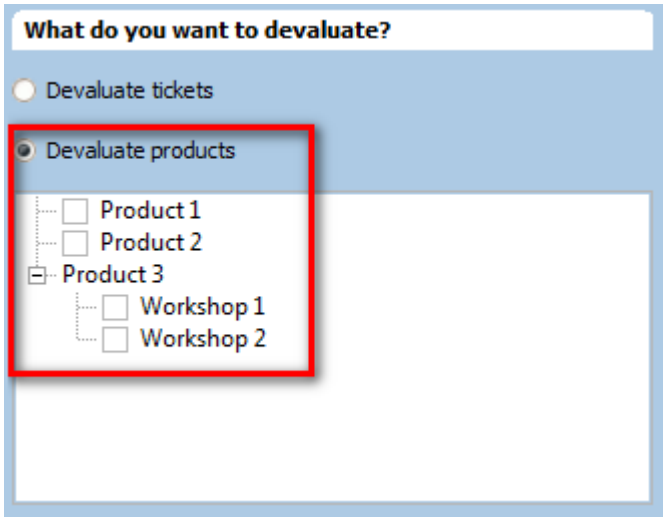
3.1.4 How to Reset Tickets



If you have accidentally selected the devaluate mode and mistakenly devaluated a ticket, you can always reset the ticket and re-validate it.

3.2 How to Read and Devaluate Products

Please note: The method used to read and devaluate products is exactly the same as for tickets.



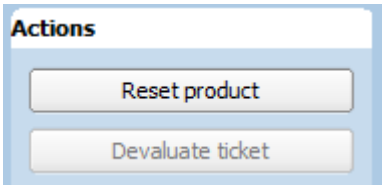
In the "**Products**" menu, you can read and devaluate any additional products that you have sold alongside your event, for example "**Participation in a workshop**". Simply select the product that you would like to devaluate.

You also have the choice whether you would like to "**Read and devaluate**" the products or "**Read only**".

amiando GmbH | Sandstr. 33 | 80335 Munich | Germany | support@amiando.com | Support Hotline: 0800 264 26 36
CEO: Felix Haas, Dr. Julian de Grahl, Ingo Chu, Gerhard Mohr | www.amiando.com

The following example shows clearly how the devaluation of products works:
You would like to devaluate a number of different products at terminal 4, e.g. Product 1, Product 2, Workshop 1 and Workshop 2.
Once the ticket is scanned, the product is shown as devaluated, if the participant has purchased any one of these 4 products.

3.2.1 How to Reset Products

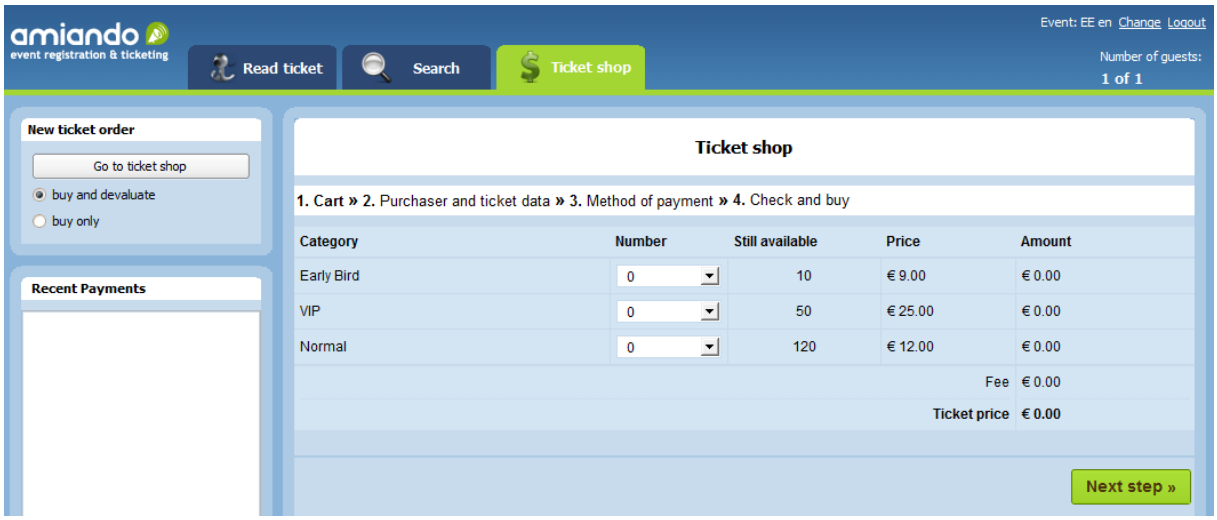


If you selected the **"Read and devaluate**" mode by accident and have incorrectly scanned a product as devaluated, you can always reset the product status and re-validate it.

3.3 Ticket Shop

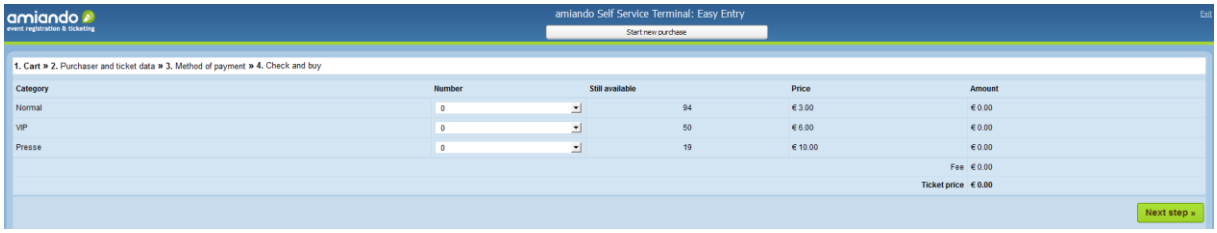
If you click on the tab **"Ticket Shop**", you can sell tickets directly at the door. Simply click on "**Go to ticket shop**" and select whether you would like to just sell the tickets or whether the tickets should be sold and devaluated simultaneously. You have two options here "**Buy and Devaluate**" or "**Buy Only**". Now enter the number of tickets and click on "**Next step**". EasyEntry will guide you through the ticket purchase process.

amiando GmbH | Sandstr. 33 | 80335 Munich | Germany | support@amiando.com | Support Hotline: 0800 264 26 36
CEO: Felix Haas, Dr. Julian de Grahl, Ingo Chu, Gerhard Mohr | www.amiando.com

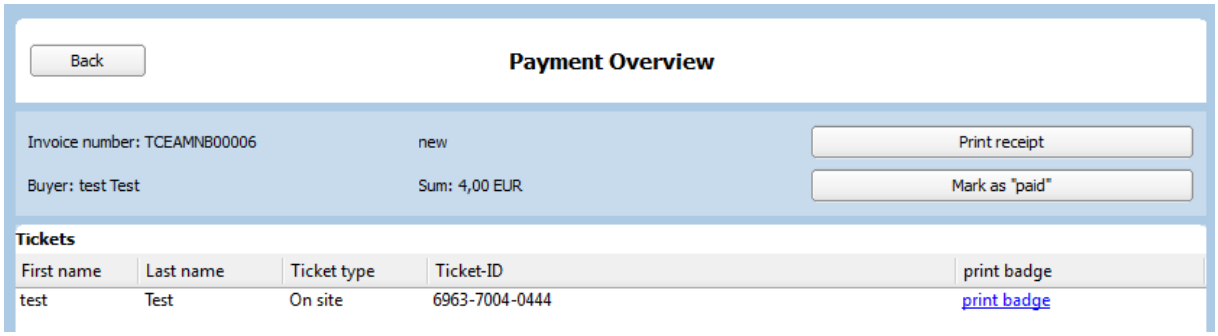


3.3.1 Self-Service Terminal

As soon as you select the option “Start self-service terminal”, you open up a Ticket Shop. However your participants are able to access this shop themselves. At this terminal, participants can buy their ticket themselves and then they go on to pay at the check-out. After a successful purchase, it will take 15 seconds before another purchase can be made.



At the check-out you can look for the relevant open invoice, under the tab Invoice Search. The status of the order is “**new**”. If you click on the relevant order, you will be shown an overview. On this page you can print the name badge and the invoice and also mark the ticket as “**paid**”.



3.4 Print name badges for your participants

EasyEntry allows you to print name badges for your participants upon entrance.

3.4.1 Test print before the event

Ideally, you should carry out a print test of your name badges before the actual event takes place. Open EasyEntry and select the tab "**Print options**"**,** then click on "**Test Print**".

If the name badges are being printed incorrectly, you will need to change the page set-up. Select the tab "**Print options**" and then "**Page Set-up**". Here you can change the following:

- Size – Decide on the size of the name badges (A4, A5 etc.)
- Source – Choose the feeder tray of the printer
- Margins – Decide on the size of your page margins.

Please note that the Dymo print does not work with the EasyEntry Mac Version, but only with the Windows version. Selecting the correct printer settings in EasyEntry can take longer, since some roll formats are not selectable due to driver settings (Name badges S0929100 + S0929110). amiando cannot influence such settings. We therefore recommend that you test the printing process including all necessary page settings in full at least one week before your event. Please do not hesitate to contact us if we can be of any assistance in this respect.

3.4.2 Printing name badges

Once the entry process of your event has begun, you have two possibilities for printing out your name badges:

a) Manually printing name badges:
After validating the tickets, select the tab named "**print name badges**".

b) Automatically printing the name badges:
If you would like to save time, by printing off the name badges automatically after scanning the tickets, begin by selecting the tab "**print options**" and then click on the option "**print name badge after validation**". The name badges will then be printed off automatically after each ticket scan.

amiando GmbH | Sandstr. 33 | 80335 Munich | Germany | support@amiando.com | Support Hotline: 0800 264 26 36
CEO: Felix Haas, Dr. Julian de Grahl, Ingo Chu, Gerhard Mohr | www.amiando.com

3.5 Search Function

If you would like to search for a ticket, click on the tab "**Search"** in the main window. You can do a simple search here, for example by entering the name of the ticket holder.
If this doesn't produce a search result or too many names are displayed, you can switch to the "**Advanced Search**" mode.
Bear in mind that the more information you enter, the more precise the search results will be. Double-click on the search result to see all of its details. If you need to make changes to a participant's information, e.g. if a name has been misspelt, simply click on "**Edit data**". You can also scroll through the other search results by clicking on the arrow displayed.

A further search function is the "**Invoice Search**". This function allows you to quickly search open invoices. The status of an open invoice is "**new**". Furthermore, by double-clicking, you will be able to see all the information you need, print the invoice and name badges and mark the account as paid.

amiando GmbH | Sandstr. 33 | 80335 Munich | Germany | support@amiando.com | Support Hotline: 0800 264 26 36
CEO: Felix Haas, Dr. Julian de Grahl, Ingo Chu, Gerhard Mohr | www.amiando.com

4. Troubleshooting

4.1 Using a Webcam

There are various reasons why your camera may be unable to read the barcode:

Problem	Solution
Only half of the barcode was held in front of the camera.	Hold the full barcode directly in front of the camera.
The barcode was held upside down in front of the camera.	Hold the barcode the right way up in front of the camera.
The barcode is damaged, smudged or creased and is illegible.	Enter the ticket ID to devaluate the ticket or search for the ticket holder information.
Part of the barcode is in shadow.	Readjust your light source or hold the ticket differently.
The lighting conditions prevent the barcode from being read.	Scan in a better-lit area.

4.2 Using a Barcode Scanner

- Safety notice: Never look directly into the laser beam, even if you think the scanner is not active.
- Please ensure that you carried out step 1.1 “Activating your barcode scanner” according to the EasyEntry instructions

- You purchased your barcode scanner through amiando and your keyboard is an AZERTY keyboard.
  (* please see http://en.wikipedia.org/wiki/AZERTY)
  You may need to print the bar code below and scan it to activate your scanner.

- Should you encounter further difficulties with your barcode scanner, please consult the scanner’s user guide.
  amiando uses the “**2of5 Interleaved Barcode**” on the amiando tickets.
  Please look at your barcode scanners’ user guide to enable your scanner for “**2of5 Interleaved Barcode**”, or try completely resetting the scanner by scanning the “**reset barcode**” in your user manual.

- If the **Metrologic MS 9590** Scanner is no longer working, please print this page and scan the following codes one after the other:

1) Enable Factory Defaults

2) Recall Defaults

*You can also find the codes in the “**Metro Select® Configuration Guide**” on page 23-1.

5. Support

Should you require any assistance while using EasyEntry or have additional questions regarding its functions, please do not hesitate to contact us:

- Call our free customer hotline: 0800-AMIANDO (0800-2642636)
- Send an email to our support team: support@amiando.com

Please don’t forget to include the name of your event along with your customer number, if applicable.

We hope you have a great event!

amiando GmbH | Sandstr. 33 | 80335 Munich | Germany | support@amiando.com | Support Hotline: 0800 264 26 36
CEO: Felix Haas, Dr. Julian de Grahl, Ingo Chu, Gerhard Mohr | www.amiando.com